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COPY

Posted: D. Duke

Dept: SA - OIS

Date: 1-23-07

Time: 7:32

January 18, 2007

2002-269-C

Public Service Commission of South Carolina
Saluda Building
101 Executive Center Drive
Columbia, SC 29210

RE: SCPSC CLEC – Quarterly Service Quality Report

Dear Sir or Madame:

Attached please find Granite Telecommunications, LLC's 2006 Quarter Quarterly Service Quality Reports. Please contact me at 617-933-5511 if you have any questions concerning this matter.

Respectfully Submitted,

A handwritten signature in black ink, appearing to read "Eddie Pimentel".

Eddie Pimentel
Regulatory and Carrier Relations

RECEIVED
JAN 22 2007
PSC SC
MAIL / DMS

SCPSC CLEC – QUARTERLY SERVICE QUALITY REPORT

SOUTH CAROLINA OPERATIONS

COMPANY NAME

Granite Telecommunications

QUARTER / YEAR

1 / 2006

Month:

Jan Feb Mar

Number of Customer Access Lines

5017 5438 5585

Trouble Reports / Access Line (%)

1.2% 0.9% 1.3%

Customer Out of Service Clearing Times (%)

94% 96% 99%

New Installs Completed w/in 5 Days (%)

96% 98% 99%

Commitments Fulfilled (%)

100% 100% 100%

Comments / Explanations: _____

Person Making Report / Contact Information: Eddie Pimentel

100 Newport Ave Ext Quincy, MA 02171 (800) 847-1500

SCPSC CLEC – QUARTERLY SERVICE QUALITY REPORT

SOUTH CAROLINA OPERATIONS

COMPANY NAME

Granite Telecommunications

QUARTER / YEAR

2 / 2006

Month:

Apr May June

Number of Customer Access Lines

5703 5716 5881

Trouble Reports / Access Line (%)

1.4% 1.4% 1.1%

Customer Out of Service Clearing Times (%)

98% 100% 100%

New Installs Completed w/in 5 Days (%)

100% 100% 99%

Commitments Fulfilled (%)

98% 100% 100%

Comments / Explanations: _____

Person Making Report / Contact Information: Eddie Pimentel

100 Newport Ave Ext Quincy, MA 02171 (866) 847-1500

SCPSC CLEC – QUARTERLY SERVICE QUALITY REPORT

SOUTH CAROLINA OPERATIONS

COMPANY NAME

Granite Telecommunications

QUARTER / YEAR

3 / 2006

Month:

July Aug Sep

Number of Customer Access Lines

6104 6215 6242

Trouble Reports / Access Line (%)

1.7% 2.3% 1.5%

Customer Out of Service Clearing Times (%)

99% 100% 98%

New Installs Completed w/in 5 Days (%)

97% 99% 100%

Commitments Fulfilled (%)

100% 100% 98%

Comments / Explanations: _____

Person Making Report / Contact Information: Eddie Pimentel

100 Newport Ave Ext Quincy, MA 02171 (800) 847-1500

SCPSC CLEC – QUARTERLY SERVICE QUALITY REPORT

SOUTH CAROLINA OPERATIONS

COMPANY NAME

Granite Telecommunications

QUARTER / YEAR

4 / 2006

Month:

Oct

Nov

Dec

Number of Customer Access Lines

6297

6440

6476

Trouble Reports / Access Line (%)

1.3%

1.2%

1.4%

Customer Out of Service Clearing Times (%)

93%

97%

94%

New Installs Completed w/in 5 Days (%)

100%

98%

97%

Commitments Fulfilled (%)

100%

100%

100%

Comments / Explanations: _____

Person Making Report / Contact Information: Eddie Pimentel

100 Newport Ave Ext Quincy, MA 02171 (800)847-1500

CLEC SERVICE QUALITY REPORTING REQUIREMENTS

Basis for Reporting Requirements: Rules & Regulations Governing Service Supplied by Telecommunications Companies in South Carolina - R.103-614, 618, 619, 661 & 663

- **Trouble Reports per Hundred Access Lines:** Percentage derived from total number of customer reported troubles divided by total access line count. Objective is a percentage of less than 5% in exchanges or reporting groups of over 7,500 access lines (7% for line counts under 7,500).
- **Customer Out of Service Trouble Clearing Times:** Percentage that shows the number of out of service reports cleared within 24 hours (excluding weekends and holidays). The objective is to clear at least 85% of out of service situations within 24 hours.
- **Held Applications and Availability of Service:** Two indices: 1) The percentage of Service Orders for installations (and/or Re-installations) completed within 5 working days, and 2) Commitments Fulfilled (i.e. service installation date expected but not delivered). The objective for both is 85% or better.

These reports should involve only 'regulated troubles'; that is, problems found to result from customer owned or leased station wire and/or equipment, lack of access or delays attributable to the customer should be excluded. Any other situation (including problems attributable to the ILEC) resulting in an objective not being met *should be explained within the report*.

It is incumbent upon the company to routinely file this information *within 30 days* of the end of each calendar quarter. CLECs with no present customers or existing operations within this state should file a statement indicating that such is the case; then begin filing quarterly statements after operations commence.

- **Interruptions of Service:** The Commission should also be notified of any major service interruption that may directly affect South Carolina customers. A major interruption would be considered one in which at least 10% of the company's subscribers within a definable service area are affected or potentially affected and if that situation exceeds or potentially will exceed one hour. This report should be filed as soon as practicable and should indicate the time, duration, cause of the interruption and steps taken to correct the situation. A copy of any written report submitted to any federal jurisdictional entity should also be sent to this Commission.

Information may be submitted via either E-mail (webmaster@psc.state.sc.us) or regular mail: Public Service Commission of South Carolina, Saluda Building 101 Executive Center Dr. Columbia, SC 29210 (803-896-5125)